



SUBSTITUTE
C L A I M S

- 5 1. Method for electronically storing, retrieving and/or
modifying records and for sequentially steering a
process of interrelated actions in respect of said
records, using a computer system comprising a display
unit, an input unit, a memory unit and a procesing
10 unit, and involving at least one recorded catalogue of
recommended actions, **characterised in that** the
recorded catalogue(s) of recommended actions
comprises/comprise hierarchised sequences of
alternative actions, and **in that** the method generates
15 electronic forms comprising a list of recommended
actions, information-input requests and/or decision-
requests, in function of the hierarchised sequences of
alternative actions of the catalogue of recommended
actions, and in function of the past history of
20 actions.
2. Method according to claim 1, **characterised in that** the
recorded catalogue(s) of recommended actions
comprises/comprise electronic selection algorithms in
25 respect of the hierarchised sequences of alternative
actions.
3. Method according to claim 2, **characterised in that** the
selection algorithms in respect of the hierarchised
30 sequences of alternative actions are integrated in
electronic forms generated by the method.
4. Method according to any one of the preceeding claims,
characterised in that the process of interrelated
35 actions steered by the method involves a number of

sequential procedure steps and **in that** for each subsequent step in the procedure the method generates at least one process form and one evaluation form.

- 5 5. Method according to claim 4, **characterised in that** the evaluation form comprises information from the records relevant for any decision-request involved in said evaluation form.
- 10 6. Method according to any one of the preceeding claims, **characterised in that** a record of information used/entered is stored in the memory unit.
- 15 7. Method according to any one of the preceeding claims, **characterised in that** a record of the information and actions used/entered is stored in the memory unit for the purpose of measurement of the effectivity and/or efficiency of effects and/or results of the procedure.
- 20 8. Method according to any one of the preceeding claims, **characterised in that** the method involves a supervising organisation for the purpose of quality controll and quality improvement of the method.
- 25 9. Method according to any one of the preceeding claims, **characterised in that** the method allows for the updating of the recorded catalogue(s) of recommended actions.
- 30 10. Method according to claims 7 to 9, **characterised in that** said supervising organisation evaluates the effectivity and/or efficiency of effects and/or results based on said records of information and actions used/entered, stored during use of the method,
- 35 and up-dates the recorded catalogue(s) of recommended

actions in function of said evaluation.

11. Method according to any one of the preceding claims,
5 **characterised in that** the steering software is an
application embodiment of commercial LOTUS NOTES
and/or LOTUS DOMINO NOTES software.
12. Computer system for electronically storing, retrieving
10 and/or modifying records and for sequentially steering
interrelated actions in respect of said records,
comprising a display unit, an input unit, a memory
unit and a procesing unit, **characterised in that** said
15 memory unit of the computer system comprises at least
one recorded catalogue of recommended actions
involving hierarchised sequences of alternative
actions, and **that** said processing unit of the computer
system is programmed to generate electronic forms
20 comprising a list of recommended actions, information-
input requests and/or decision-requests, in function
of the hierarchised sequences of alternative actions
of the catalogue of recommended actions, and in
function of the past history of actions
13. Computer system according to claim 12, **characterised**
25 **in that** the recorded catalogue(s) of recommended
actions in the memory unit of the computer system
comprises/comprise electronic selection algorithms in
respect of the hierarchised sequences of alternative
actions.
14. Computer system according to any one of claim 13,
30 **characterised in that** the processing unit of the
computer system is programmed to integrate the
selection algorithms in respect of the hierarchised
35 sequences of alternative actions into electronic

forms.

- 5 15. Computer system according to any one of claims 12 -
14, **characterised in that** the processing unit of the
computer system is programmed to generate at least one
process form and one evaluation form for each step in
the process of interrelated actions steered by the
computer system.
- 10 16. Computer system according to claim 15, **characterised
in that** the processing unit of the computer system is
programmed to integrate into the evaluation form any
information from the records which is relevant for any
15 decision-request involved in said evaluation form.
- 20 17. Computer system according to any one of claims 12 -
16, **characterised in that** the processing unit of the
computer system is programmed to store a record of the
information and actions used/entered during the
process, into the memory unit of the computer system.